

# Sunken Garden Theater Attendees

## FREQUENTLY ASKED QUESTIONS

Please answer as fully as possible. This FAQ will be placed on the Sunken Garden Theater website...

UNDER NO CIRCUMSTANCES ARE CITY OF SAN ANTONIO FACILITIES OR PERSONNEL, OR THEIR RESPECTIVE PHONE NUMBERS OR EMAIL ADDRESSES' ETC, TO BE GIVEN OUT IN ANY FORM AS POINT OF CONTACT FOR FURTHER INFORMATION.

Event: **33<sup>rd</sup> ANNUAL MARGARITA POUR OFF – Saturday, September 19, 2015 2pm-11pm**

Who can I call if I have a question about the event? (List name and number)

**San Antonio's Founding Heritage – 210-240-1745**

Does the event have a website? (List URL)

Where can I buy tickets? (List online site and/or any local outlets for purchase)

**Gabriels Wine & Spirits**

How much are tickets?

**\$15 advance, \$20 gate**

Is there a service charge? If so, will I have to pay the service charge if I buy the tickets day of show?

**No**

Is there an age limit or restriction? Do children need a ticket? What ages and up need a ticket? (E.g. children ages 12 and up, etc)

**Yes. 21 & up only. ID check strictly enforced.**

Is there a way I can pay by phone? (List number for phone sales)

**No phone sales.**

What do I need to pick up my tickets? (E.g. photo Id, confirmation number?)

**Photo ID required to purchase tickets.**

When will tickets be available at will call? What time does Will Call open?

**There will be no will call.**

What time will you open the box office for walk up sales?

**Noon**

For day of show sales, do you take credit cards at the box office, or is it cash only?

**Cash only**

Can you tell me what time each band will go on, approximately?)

**Not available at this time.**

Is the show rain or shine?

**Yes**

What time do the doors open?

**2pm**

What time is the show over?

**11pm**

What kind of food will you be selling?

**Fajitas, Gorditas, Hamburgers, Sausage, Chicken ka-bobs, Turkey Legs, Kettle Corn, Funnel Cakes and more,**

Do the vendors take cash, or do I have to buy food tickets?

**Food is cash only, drinks are ticket only.**

If my friend (or parents) paid for the tickets with a credit card, do they have to pick up the tickets for me? If not, do I need their credit card number or copy of their id, etc?

**You must purchase tickets with valid ID only.**

Is there a way I can check my bag or camera and pick it up after the show?

**No, this service is not available.**

What am I not allowed to bring? (E.g. cameras\ coolers, bottled water. Professional lenses Etc.)

**No coolers, umbrellas, cameras, food or drink, pocket knives or weapons of any kind.**

Can I bring my pets?

**No**

Am I allowed to come back in if I leave

**No in-and-out.**

Is their smoking allowed?

**Per city code, smoking is allowed in designated areas only. There is no smoking in any of the restrooms, dressing rooms, or facilities.**

Are there handicap/wheelchair seating or restrooms?

**Yes, there are spaces marked for wheelchair only in the causeway between the upper and lower audience areas. There is an ADA compliant restroom on the audience left side of the house. There are also (at least) 2 handicap designated port-o-lets on site.**

Are you on the bus route?

**Yes, Sunken Garden Theatre is on the No 7 bus route. See <http://viainfo.net/> for more information. Also Care Cabs will be available to give attendees a safe ride home.**

Do you have bike racks out side?

**Yes, there are fixed bike racks in front of theater entrance. Neither the City nor the licensee is responsible for lost or stolen items.**

I want to be a vendor, who do I call?

**San Antonio's Founding Heritage – (210) 240-1745**